
From: Charles H. Dauchy [cdauchy@wildblue.net]
Sent: Sunday, February 22, 2009 5:56 PM
To: Williams, Catrice (DTC)
Subject: Verizon phone service problems!

Follow Up Flag: Follow up
Flag Status: Flagged

Ms. Williams:

I understand that your department (Dept. of Telecommunications and Cable) is collecting concerns regarding the quality of Verizon land-line phone service. I am a self-employed consultant in Leverett, MA, and rely on my phone line for business as well as personal use. Whenever we have a period of wet weather, there is such a severe background hum on my line that I often cannot understand the caller and need to ask them to repeat, more than once. This background noise also makes it sometimes impossible to understand voice-mail messages. This is a severe impediment to my business and is totally unsatisfactory in a state that prides itself on being seat of technological innovation. Please work for us all, for better phone service.

Thank you.

Charles H. Dauchy
Environmental Consultant
24 Old Long Plain Road
Leverett, MA 01054
413-548-8005